

Quick Reference Guide: Provider Healthcare Portal: Updating Contact Information

Introduction

This quick reference guide identifies the procedure to update the provider's contact and delegated administrator information in the Provider Healthcare Portal (Portal).

Topics Covered:

- ✓ **Update Contact Information**

Update Contact Information

The Portal provides the means to add, change, or delete the contact and delegated administrators for a provider. The provider must have at least one contact on file with the Indiana Healthcare Coverage Programs (IHCP).

To update the contact and delegated administrator information:

1. Log into the Portal.
2. Click **Provider Maintenance** in the Provider section (**Figure 1**) of the My Home page to open the Provider Maintenance: Instructions page.

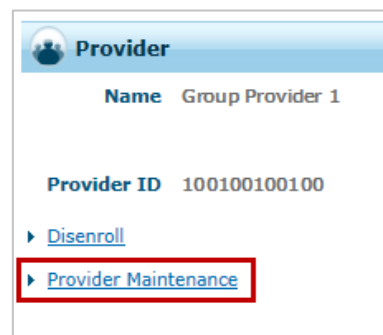


Figure 1: Provider Maintenance Link

3. Click **Contact and Delegated Administrator Information Changes** on the Provider Maintenance: Instructions page (**Figure 2**).

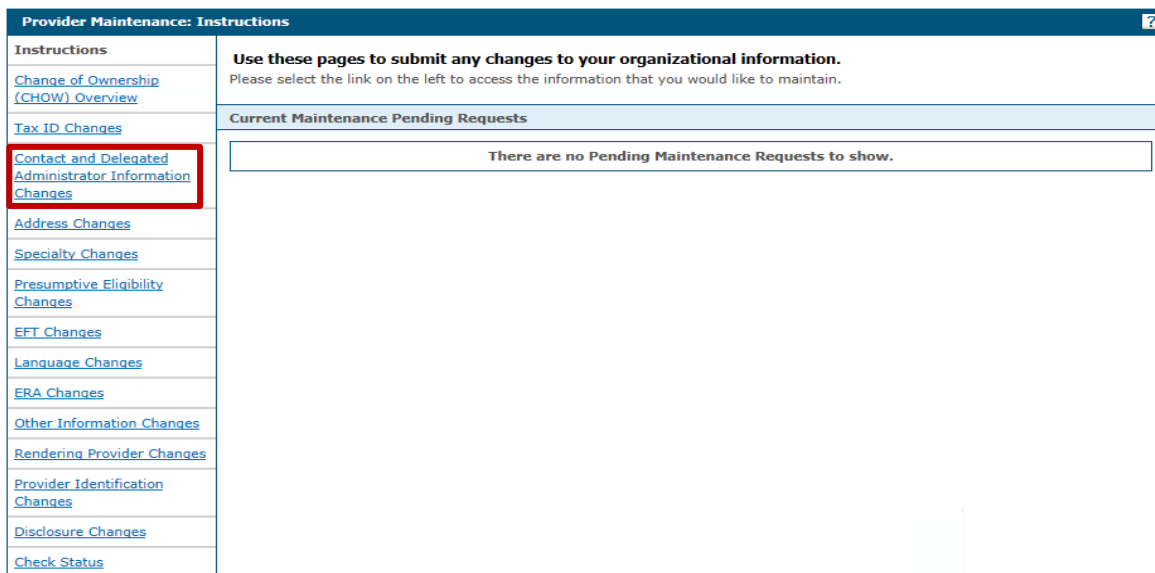


Figure 2: Provider Maintenance: Instructions Page

Quick Reference Guide: Provider Healthcare Portal: Updating Contact Information

4. On the Provider Maintenance: Contact and Delegated Administrator Information Changes page (**Figure 3**), review the information section on changing the contact information.

Provider Maintenance: Contact and Delegated Administrator Information

You are initiating a change request. Complete the desired changes for fields in each section and click the "Submit" button to submit this change request. The contact person will potentially be contacted to answer any questions regarding the information provided in this change request.

* Indicates a required field.

Contact Information

The contact name and email relate to the person who can answer questions regarding this location. Email addresses will be used for IHCP business only and will not be sold or shared for other purposes.

*Last Name

*First Name

Title

*Telephone Number Telephone Number Extension

Fax Number

*Contact Email

*Confirm Email Address

Preferred Method of Communication

Delegated Administrator Information

Delegated Administrators are identified for paper submissions, and upon initial enrollment on the portal. Delegated Administrators are not registered portal delegates. Portal delegates are registered and maintained on the Manage Accounts page under User Details on the Home page. Portal delegates are made to allow users access to maintain provider data on the portal, and are not used for paper submissions. Delegated Administrators are only needed and used for paper submissions, and were entered upon initial enrollment, which is prior to the registering delegates task. This page is only used to maintain Delegated Administrators and is not for maintaining your registered portal delegates.

	Delegated Administrator Name	Effective Date	Action
<input type="checkbox"/>	Click to collapse.		
	Delegated Administrator Signature <input type="text"/>	Effective Date 05/24/2017	
	<input type="button" value="Add"/>		

Figure 3: Provider Maintenance: Contact and Delegated Administrator Information Page

Quick Reference Guide: Provider Healthcare Portal: Updating Contact Information

5. In the Contact Information section (**Figure 4**), enter data in the required fields indicated by a red asterisk (*):
- Last Name
 - First Name
 - Telephone Number
 - Contact Email
 - Confirm Email Address

Contact Information

The contact name and email relate to the person who can answer questions regarding this location. Email addresses will be used for IHCP business only and will not be sold or shared for other purposes.

*Last Name

*First Name

Title

*Telephone Number Telephone Number Extension

Fax Number

*Contact Email

*Confirm Email Address

Preferred Method of Communication

Figure 4: Contact Information

6. In the Delegated Administrator Information section (**Figure 5**), review the details in the instruction section to understand of the role and responsibilities of a delegated administrator.

Delegated Administrator Information

Delegated Administrators are identified for paper submissions, and upon initial enrollment on the portal. Delegated Administrators are not registered portal delegates. Portal delegates are registered and maintained on the Manage Accounts page under User Details on the Home page. Portal delegates are made to allow users access to maintain provider data on the portal, and are not used for paper submissions. Delegated Administrators are only needed and used for paper submissions, and were entered upon initial enrollment, which is prior to the registering delegates task. This page is only used to maintain Delegated Administrators and is not for maintaining your registered portal delegates.

Delegated Administrator Name	Effective Date	Action
Click to collapse.		
Delegated Administrator Signature <input type="text"/>	Effective Date 05/24/2017	
<input type="button" value="Add"/>		

Figure 5: Delegated Administrator Information

7. Type the delegated administrator's name in the signature field that matches the first and last name entered in step 5.
8. Click **Add**.

Quick Reference Guide: Provider Healthcare Portal: Updating Contact Information

Figure 6 shows an added delegated administrator contact.

Provider Maintenance: Contact and Delegated Administrator Information ?

You are initiating a change request. Complete the desired changes for fields in each section and click the "Submit" button to submit this change request. The contact person will potentially be contacted to answer any questions regarding the information provided in this change request.

* Indicates a required field.

Contact Information

The contact name and email relate to the person who can answer questions regarding this location. Email addresses will be used for IHCP business only and will not be sold or shared for other purposes.

*Last Name

*First Name

Title

*Telephone Number Telephone Number Extension

Fax Number

*Contact Email

*Confirm Email Address

Preferred Method of Communication

Delegated Administrator Information

Delegated Administrators are identified for paper submissions, and upon initial enrollment on the portal. Delegated Administrators are not registered portal delegates. Portal delegates are registered and maintained on the Manage Accounts page under User Details on the Home page. Portal delegates are made to allow users access to maintain provider data on the portal, and are not used for paper submissions. Delegated Administrators are only needed and used for paper submissions, and were entered upon initial enrollment, which is prior to the registering delegates task. This page is only used to maintain Delegated Administrators and is not for maintaining your registered portal delegates.

Delegated Administrator Name	Effective Date	Action
SUSAN XXSMITH	05/24/2017	Remove

Click to add delegated administrator information

Figure 6: Delegated Administrator Addition

9. Click **Submit** to process this update.

Updating the Contact and Delegate Administrator Information does not require DXC validation and approval.

10. An automated tracking number (ATN) is provided on the Provider Maintenance: Tracking Information page (**Figure 7**). Use this ATN to check the status of the submission via the **Check Status** function on the Provider Maintenance: Instructions page (**Figure 8**).

To print tracking information click "Print Preview"

Provider Maintenance: Tracking Information ?

Your change request has been submitted and assigned the following tracking number: **2161**

Please retain the tracking number for checking on the status of your change request. This change may require additional processes to verify data submitted. Use the Provider Maintenance Status page to check on the status of this change request.

Figure 7: Provider Maintenance: Tracking Information

Quick Reference Guide: Provider Healthcare Portal: Updating Contact Information

11. Click **Exit** (**Figure 7**) to return to the Provider Maintenance: Instructions page (**Figure 8**).

Provider Maintenance: Instructions	
Instructions	Use these pages to submit any changes to your organizational information. Please select the link on the left to access the information that you would like to maintain.
Change of Ownership (CHOW) Overview	
Tax ID Changes	Current Maintenance Pending Requests
Contact and Delegated Administrator Information Changes	<div>There are no Pending Maintenance Requests to show.</div>
Address Changes	
Specialty Changes	
Presumptive Eligibility Changes	
EFT Changes	
Language Changes	
ERA Changes	
Other Information Changes	
Rendering Provider Changes	
Provider Identification Changes	
Disclosure Changes	
Check Status	

Figure 8: Provider Maintenance: Instructions Page